

# FIRE HIGH PRIORITY - PICKUP TO DISPATCH IN 60 SECONDS

## Emergency Management Agency



KPI Owner: Angie Downes

Process: Dispatch and Track Emergency Responders

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: Average of 64 seconds for May 2014; Average of 66 seconds for June 2014</p> <p>Goal: &lt;20% of high priority fire calls pickup to dispatch outside of target time of 60 seconds, 50% of the time</p> <p>Total Opportunities: 397</p> <p>Benchmark: 80% of high priority fire calls dispatched in 60 seconds</p>	<p>Data Source: CAD</p> <p>Goal Source: EMA/METROSAFE</p> <p>Benchmark Source: NFPA</p>	<p>Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions</p> <p>Measurement Method: The number of High Priority Calls that were not dispatched from 911 Dispatch to an LFD or JCFD unit in 60 seconds</p> <p>Why Measure: To enable the most efficient and correct response possible to emergency calls</p> <p>Next Improvement Step 6: Validate that solutions work</p>

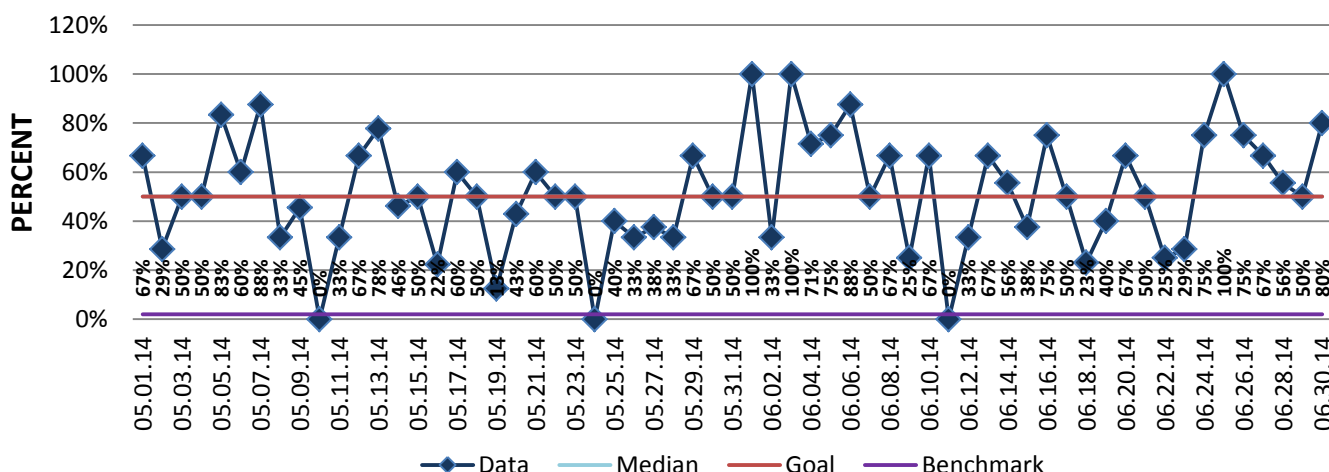
### How Are We Doing?

05.31.14-06.30.14 1 Month Goal	05.31.14-06.30.14 1 Month Total		06.30.14 Goal	06.30.14 Actual	
<b>50%</b>	<b>57%</b>		<b>50%</b>	<b>80%</b>	
PERCENT	PERCENT		PERCENT	PERCENT	

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Good



### 05.31.14-06.30.14 Pareto Analysis

